

# Workplace Literacy Responses

Question 1: How do you identify locations to institute workplace classrooms?

- Survey of area employers with x employees
- Advisory Boards
- Minimum education requirements
- Overtime vs. class attend
- Relationship with management
- Students in class – come from one location (workplace)
- Contract with management
- Individual visits to employers
- Check with Career Centers
- Check with family members
- Partners in One Stops
- Unions
- WIB job developer – collaborative partnership
- Economic Development
- Focused need because of pop. change
- Chambers of Commerce
- Resettlement agencies

Question 2: How do you partner with the businesses and industries in your program to ensure you provide needed classrooms and services for employers and their employees?

- Write and sign a contract to clarify expectations – what services you can offer and what support they provide
- Establish goals of program
- Provide workplace focused materials
- Clarify outcomes and time expectations
- Clarify employee reimbursement expectations
- Identify disconnect between HR and direct supervisor expectations
  - Needs assessment must be with direct supervisor and union
  - Consider other employee reactions – special treatment? Special package for only a few?
  - AEL offering should be part of total ed. package – incentives

Question 3: What steps are necessary for you to open a workplace classroom?

- Area conducive to learning
- Same space regularly
- Adequate equipment and materials
- Specified time commitment
- Targeted materials and instruction

Question 4: What is different about a workplace classroom from others in your program?

- Targeted pop.
- More specific lesson planning
- Goals and outcomes specified to workplace needs
- Include employer input
- Attitude of employer – success
- Location, space, assets, student number, time to hold class
- Delivery mode for instruction, immediate success

Question from group: When does it become workplace?

- What is state expectation?
- Customized training vs. workplace (career center)

Question 5: What advice has been given to you that has helped you with your program?

- Consider what the best thing is for student – instruction on site for needs of
  - student
- Ask student for expectations
- Ask what the employer wants